

Digital and ICT Sector - Information Communication Technician EPA Brief
17 May 2022



Digital and IT Skills Sector

Information Communication Technician
Working through EPA
17 May 2022

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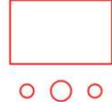
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City & Guilds

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Housekeeping

				
This session is being recorded The session is being recorded, which will be sent to all attendees after the webinar.	Everyone is on mute Everyone is on mute	Slides The slides will be sent to all attendees alongside the recording after the webinar	Questions Please add your questions into the question function on the control panel. Will we endeavour to answer all questions.	If the session cuts off Please use the original webinar link to gain access back into the session. To join over the telephone, select "Phone Call" in the Audio pane and the dial-in information will be displayed

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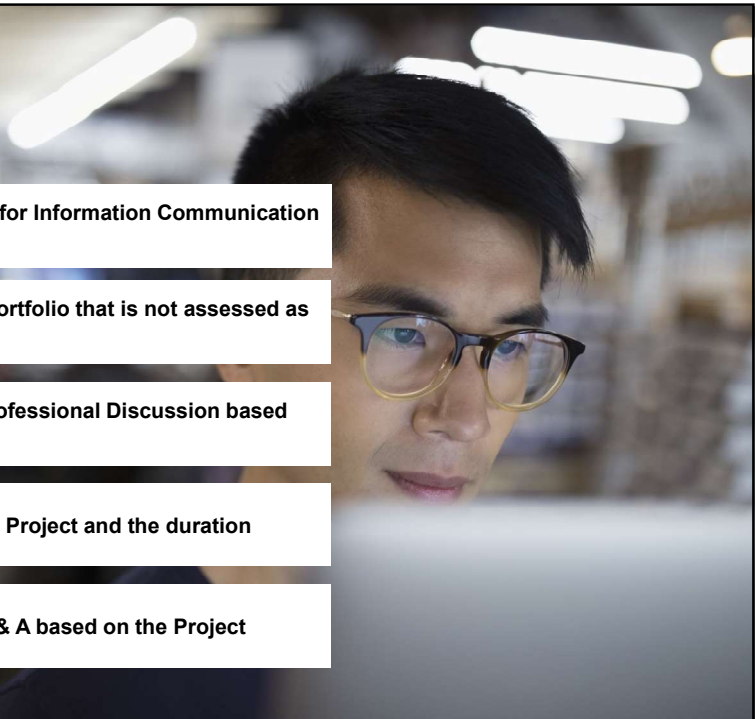
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Agenda

17 May 22	Endpoint Assessment for Information Communication Technician
Portfolio	Requirements of the Portfolio that is not assessed as part of EPA
Professional Discussion	Expectations of the Professional Discussion based on the Portfolio
Project	What is required in the Project and the duration
Q&A	Expectations of the Q & A based on the Project



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Information Communication Technician – apprenticeship components

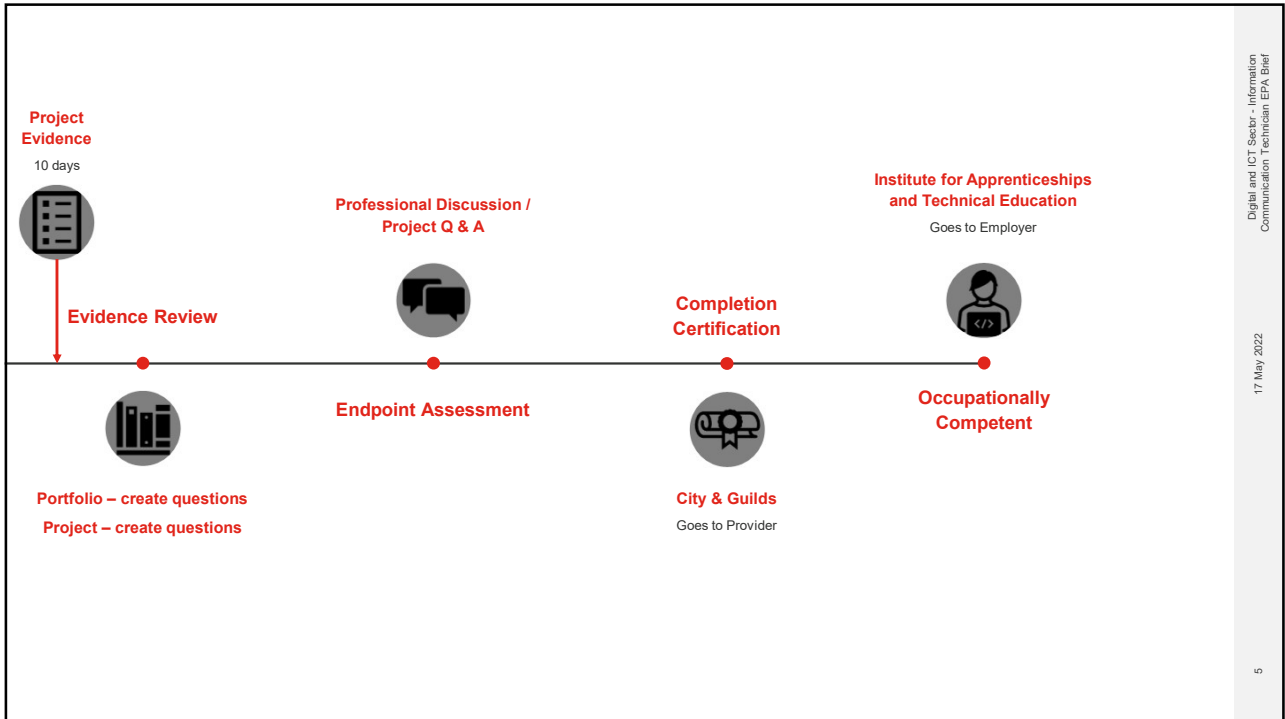
The revised and new Digital Standards have changed the approach to Assessment, While there is some similarity in the process for many of the revised or new products, they each have their own specific take and rules on the assessment methods.

We can't even say assessment method 1 is and assessment method 2 is, etc. As in each Standard they may not be in the same order in the Assessment Plan or in the way they need to be taken.

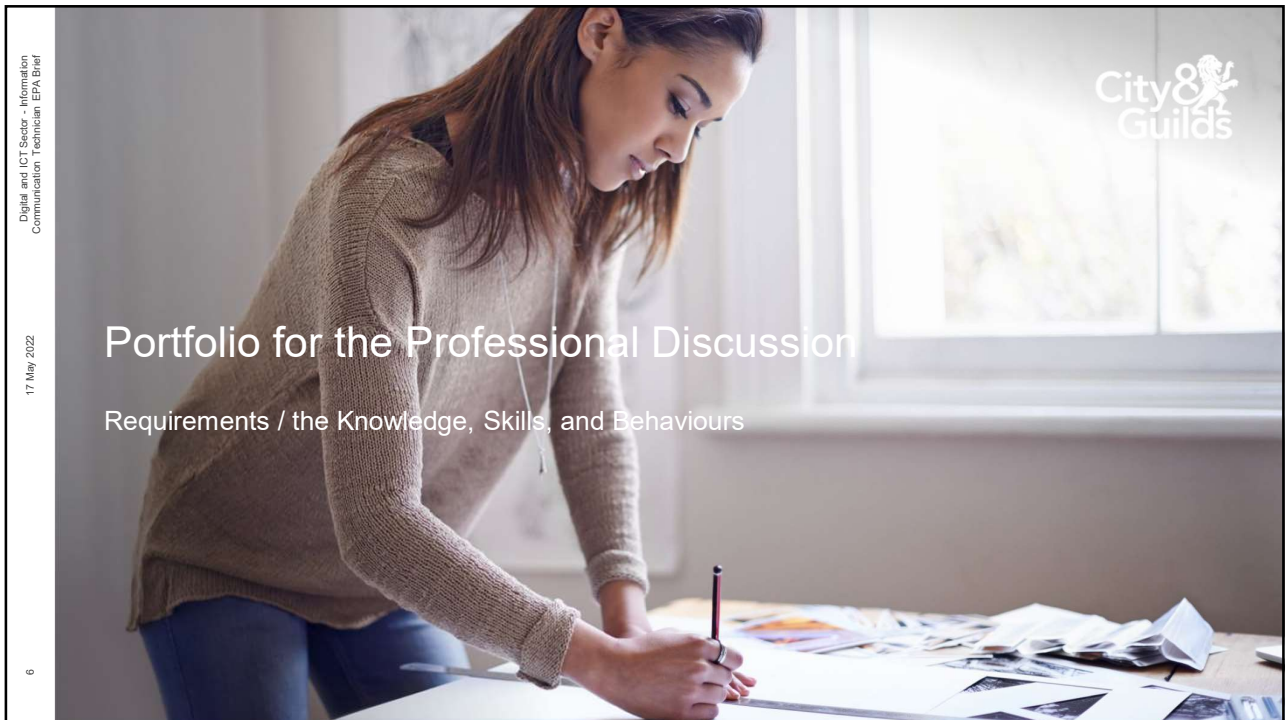
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    graph LR
      A[Initial Assessment] --> B[Start Programme]
      B --> C[Plan  
On/Off Job training]
      C --> D[Evidence gathering]
      D --> E[Progress vs Best  
Showcase Portfolio  
to be submitted at Gateway]
      E --> F[Gateway]
      F --> G[Declaration in EPA Pro  
Proof of English and maths]
      G --> H[Project  
Start once Gateway confirmed]
  
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We hope to answer – **The Portfolio and Professional Discussion**

- Does the Portfolio have to cover all the Outcomes of the Standards?
 - *When does the Portfolio have to be submitted?*
- How long should a Portfolio be? Each document / as a whole.
 - *How should a Portfolio look?*
- What might be asked in the Professional Discussion?
 - *Can the Professional Discussion and Project Q&A be the same day?*
- Does it matter the order of the Professional Discussion and Project Q&A?
 - *Will gaps in the Portfolio/PD be picked up in the Project and the Project Q & A?*
- What if they cover KSBs that will be in the Project and Project Q&A?
 - *Will City & Guilds be checking if all the Duties are covered?*
- Do we have to wait for the result of the Project before the apprentice can do the Professional Discussion?

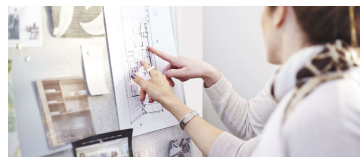
The Portfolio – Key facts



The **Portfolio** must be submitted at Gateway

It is not assessed.

The evidence provided will be used by the **Independent Endpoint Assessor (IEPA)** to prepare questions and select others from a pre-defined bank of the **Professional Discussion**.



The **Portfolio** is still a **SHOWCASE**

The evidence used should show the best aspects of the Apprentices performance against the requirements of the **Knowledge, Skills and Behaviours (KSBs)** specific to this Assessment Method.



Typically, the evidence should be contained in no more than 5 discrete pieces of evidence

City & Guilds recommends the **S.T.A.R.R** approach to building a **Portfolio**

Portfolio material can be taken into the Professional Discussion for the Apprentice to refer to.


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The Portfolio – key questions

5 Discrete pieces of evidence

 What does this mean?

- 5 Screen shots?
- 5 videos?
- 5 documents? What can they include?

Duties versus KSBs


 What is being assessed?

What will you be teaching?

Do the Duties match exactly what your apprentices do?

What are the Pass and Distinction criteria based on?

Knowledge Skills and Behaviours coverage

 What is being assessed?

All the KSBs?

All the Pathways plus Core?

What if one is missed?

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The Portfolio – types of evidence

Evidence can come in many different forms

Typically, apprentice will have access to some or all of these (this is not a check list):

- a customer brief and negotiations around this : minutes from team meetings
- witness or customer testimonies : copies of appraisals or reviews
- plans of projects and their design
- screenshots with annotations showing the steps taken by apprentice : reports produced by the apprentice
- artefacts such as printer test pages : copies of tickets and/or job sheets.

- **Knowledge, Skills and Behaviours – Pass/Distinction**
 - **PASS:** Identifies and applies the principles of root cause problem solving using fault diagnostic tools and techniques for troubleshooting and rectification. (K3, S2)
 - **DISTINCTION:** Reviews the success of root cause problem solving where they have applied fault diagnostics for troubleshooting. (K3)
 - **DISTINCTION:** Critically analyses their use of tools and techniques to undertake tasks such as installation, maintenance or fault rectification. (S2)



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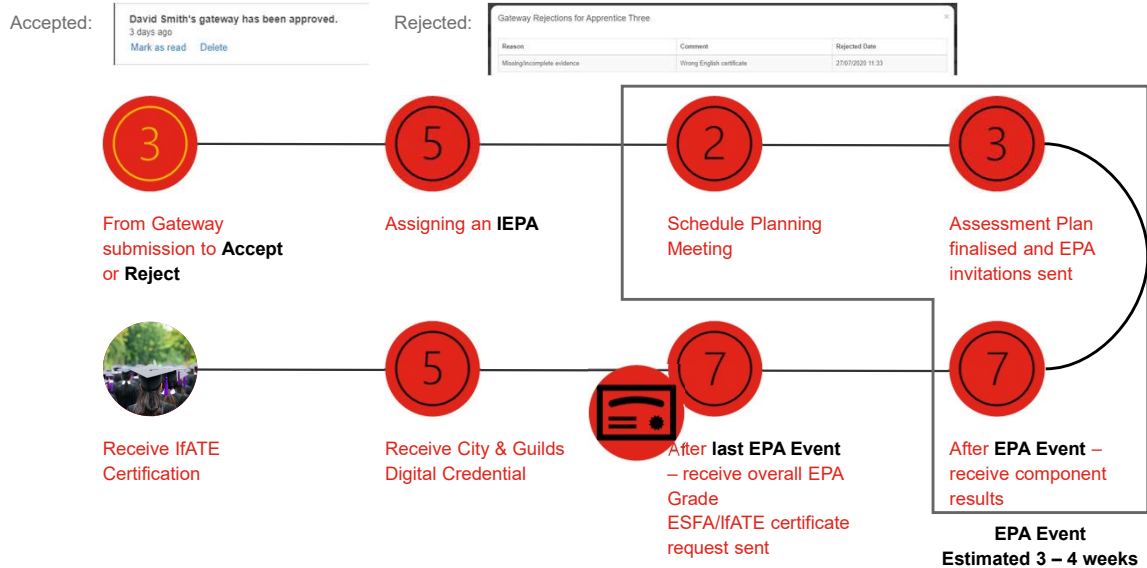
The Portfolio – types of evidence

Evidence must be:

- Valid** evidence should be relevant to the standard
- Authentic** you have carried out the work
- Current** the work has been carried out within the period of the apprenticeship
- Sufficient** the evidence is sufficient to show competency
- Consistent** the evidence should show a consistent standard over all the evidence

 Personal Statement Provides context to who the apprentice is, what they mainly do or don't do and what the business does	 Situation What's the piece of work assigned? How was the work allocated/why were they allocated the work?	 Task What's the work result being asked for? What they do / plan? Assumptions made/resources required. Stakeholders asking/informing?	 Action Show doing it? Annotated screen shots, video, etc. Support with Witness testimony or observations as required	 Result What was the outcome? Good/bad, why? Feedback	 Reflection Would they do the same again or different? Why?
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The Portfolio – Gateway and EPA timeline




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Questions



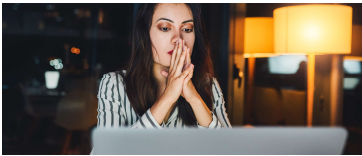
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The Professional Discussion – How it works




The IEPA uses evidence from the Portfolio to guide the **Professional Discussion** to test depth and breadth of the KSBs

Gaps in the Portfolio or Professional Discussion can not be compensated for in the **Project with Q&A**.



The IEPA will ask a minimum of 10 questions to ensure parity across all apprentices

KSBs not fully covered in the Portfolio could lead to less stretch and challenge questions to gather the required evidence and may not be fully compensated for in the **Professional Discussion**.



Grading for this assessment method is Fail, Pass or Distinction

This grade will be combined with the result of the **Project with Q&A** to give an overall grade of Fail, Pass, Merit or Distinction.

Portfolio material can be taken into the Professional Discussion for the Apprentice to refer to.

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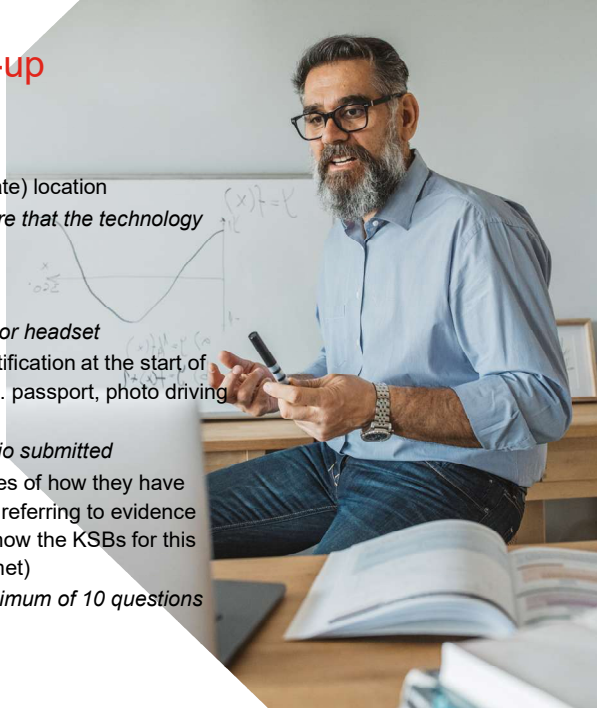
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The Professional Discussion – Set-up

Location	choose a suitable (i.e. quiet, private) location
Equipment	<p><i>it is carried out remotely, so ensure that the technology works</i></p> <ul style="list-style-type: none"> • <i>internet connectivity</i> • <i>camera</i> • <i>microphone/speakers or headset</i>
Who are you?	must have appropriate photoidentification at the start of the Professional Discussion – e.g. passport, photo driving licence, student ID
Support material	<i>may bring in a copy of the Portfolio submitted</i>
Answering questions	they should respond with examples of how they have carried out tasks, where possible referring to evidence submitted (and, where possible, how the KSBs for this assessment method have been met)
Duration	<i>60 minutes (10% tolerance) - minimum of 10 questions</i>



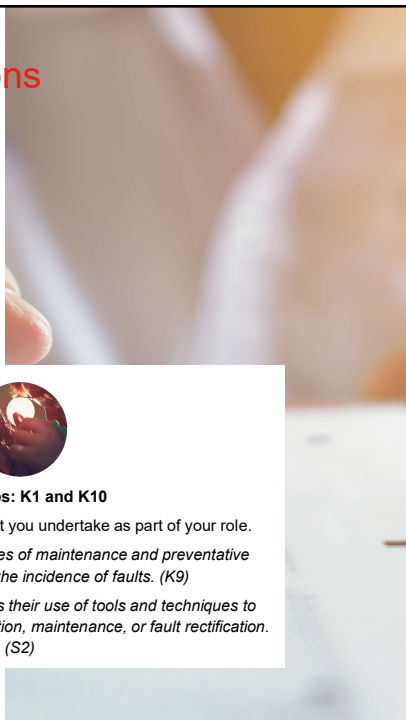
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The Professional Discussion – Sample questions

- Questions will be based on the portfolio evidence submitted.
- The questions are put into categories and will be mapped against the specific KSBs for this assessment method.
- Grading is based on answers to the IEPA's questions as the Portfolio is not assessed.






Outcomes: K1 and K10

Explain how data is backed up in your organisation

Pass: Explains the principles of system backup/storage. (K1)

Distinction: Evaluates the impact of People, Product and Process on secure systems within their 'organisation'. (K10)



Outcomes: K1 and K10

Describe the maintenance that you undertake as part of your role.

Pass: Describes different types of maintenance and preventative measures to reduce the incidence of faults. (K9)

Distinction: Critically analyses their use of tools and techniques to undertake tasks such as installation, maintenance, or fault rectification. (S2)

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The Professional Discussion – Do’s and Don’ts

Preparing the apprentice

The **Professional Discussion** is an opportunity for the apprentice to expand on evidence they have submitted. You and the employer can help in their preparation.:

- Hold regular discussion with them so the become familiar with the activity
- Work to a consistent format – use S.T.A.R.R if you do not have one
- Have an IQA or someone different in the work place have a discussion with them to get them used to “strangers”
- Remind them that it is their apprenticeship and their chance to show what they know and can do

Do get them to:

- Speak clearly and concisely
- Talk about the have done, e.g. “I did.....”
- Use examples of work in their answers
- Think about what they will say, before saying it
- Try to stay calm
- Ask for questions to be repeated or re-phrased
- Provide the IEPA with further information or ask to talk about tasks that they feel show better example of meeting particular KSBs
- Look to put answers in context of the workplace

Tell the Don’t:

- Search the internet looking for answers
- Say “we”, unless they qualify it
- Be vague
- Make assumptions
- Ignore what they think may be obvious
- Think they have understood when they are not sure
- Be scared to lead the discussion
- Assume the IEPA know you, your workplace and about the organisation

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The Professional Discussion – Gateway and EPA timeline

- After the last EPA event we have an additional 7 days to add the overall EPA grade
- Once the final grade has been published we’ll then apply to the ESFA for the certificate
- 5 days after the overall grade has been published we will issue a digital credential

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    graph LR
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      B --> C((2))
      C --> D((3))
      D --> E((7))
      E --> F((7))
      F --> G((3))
      G --> A
      subgraph EPA_Event_Box [EPA Event Estimated 3 - 4 weeks]
        C
        D
        E
        F
      end
  
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Questions


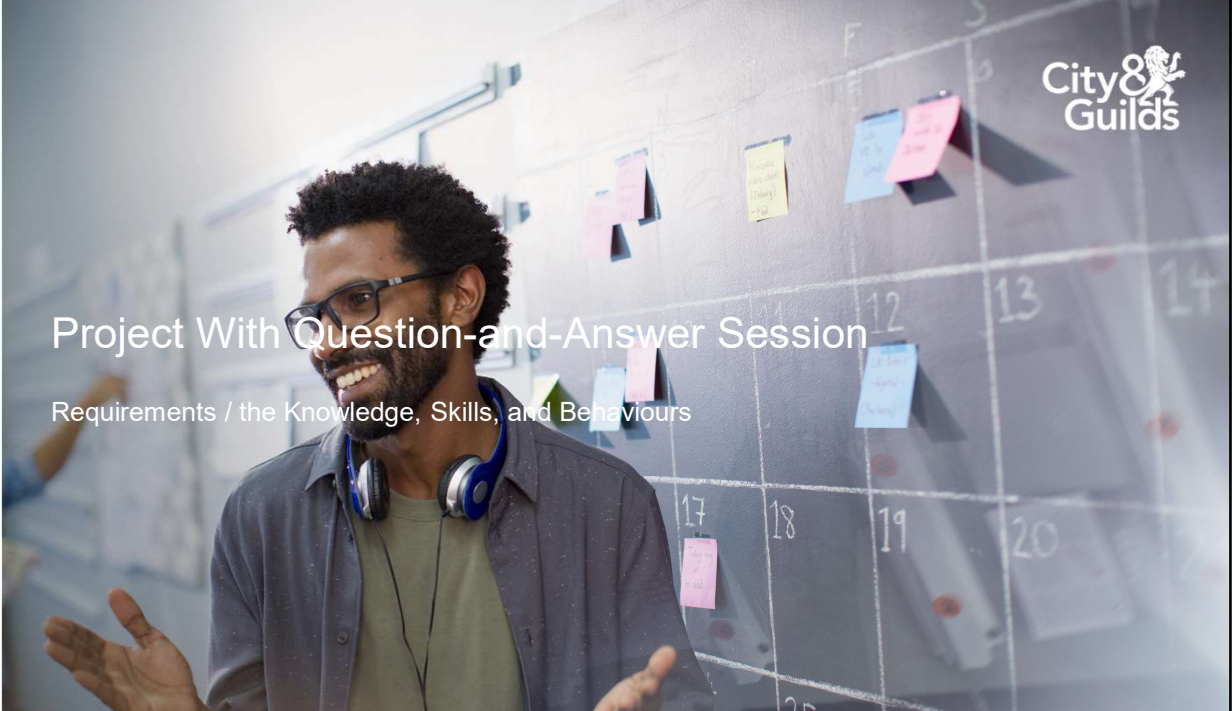


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Project With Question-and-Answer Session

Requirements / the Knowledge, Skills, and Behaviours

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We hope to answer – The Project and Project Q & A

- Will you set the projects as with the original Standards?
 - *What constitutes a Project?*
- Must the activity take the whole of the Project period stated?
 - *What if my apprentice does not do project based work?*
- Does City & Guilds have to approve every Project title and purpose?
 - *Will the Q & A look at anything other than the Project?*
- Do you have example questions that apprentices may face in the Q & A?
 - *Can an apprentice use this assessment method to make up for any gaps in the Professional Discussion with Portfolio and vice versa?*
- Can the Q & A be done on the same day as the Professional Discussion?
 - *Is there a link to Duties and how will City & Guilds check?*

The Project – Key facts



The **Project** is designed to show what the Apprentice can do in the workplace over a specific period on a task that will be of benefit to the Employer

It is **not** an assignment set by **YOU**



The IEPA will use the **Project Report** to develop questions for the **Q & A** sessions

The report must be mapped, in an Appendix, to show how it evidences the KSBs for this assessment method

Apprentices may find using **S.T.A.R.R** approach of use to write the **Project Report**



The KSBs are specific to the **Project** with **Q&A**, there will be no compensation for gaps in the Professional Discussion

The assessment method includes both the **Project Report** and the **Q&A**

The Project Report material can be taken into the Question and Answer session for the Apprentice to refer to.

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The Project – what they need to do

Benefits the employer

- Complete activity or part of a larger project
- EPA centre guide provides ideas and types of projects
- 4 weeks to complete including the writing of the Project Report
- Providers can work with employers to ensure project will meet the KSBs

No fixed or set projects

Projects can come from a variety of activities

- ✓ a specific problem
- ✓ a recurring issue
- ✓ an idea/opportunity
- ✓ providing a service

Emphasize *planning*

Quality, **not** quantity of report

Evidence

Be clear on the KSBs and what is expected

- ✓ **PASS:** Demonstrates how they test and, evaluate the system's performance and compliance with customer requirements. (S14)
- ✓ **DISTINCTION:** Critically analyses their optimisation of system performance to validate compliance with customer requirements. (S14)

Look to explain in Q&A if they can not show any Distinction criteria – *analyse, contrast, compare, justify*

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The Project Report

KSB Mapping: apprentice must show how and where they have met these in an appendix to the report

Duration: 4 weeks from EPA Start date/Confirmation of Gateway

Word count: 1,500 (10% tolerance)

Project Ideas: Examples of projects are provided in the EPA Centre Guide and Exemplars on EPA Pro

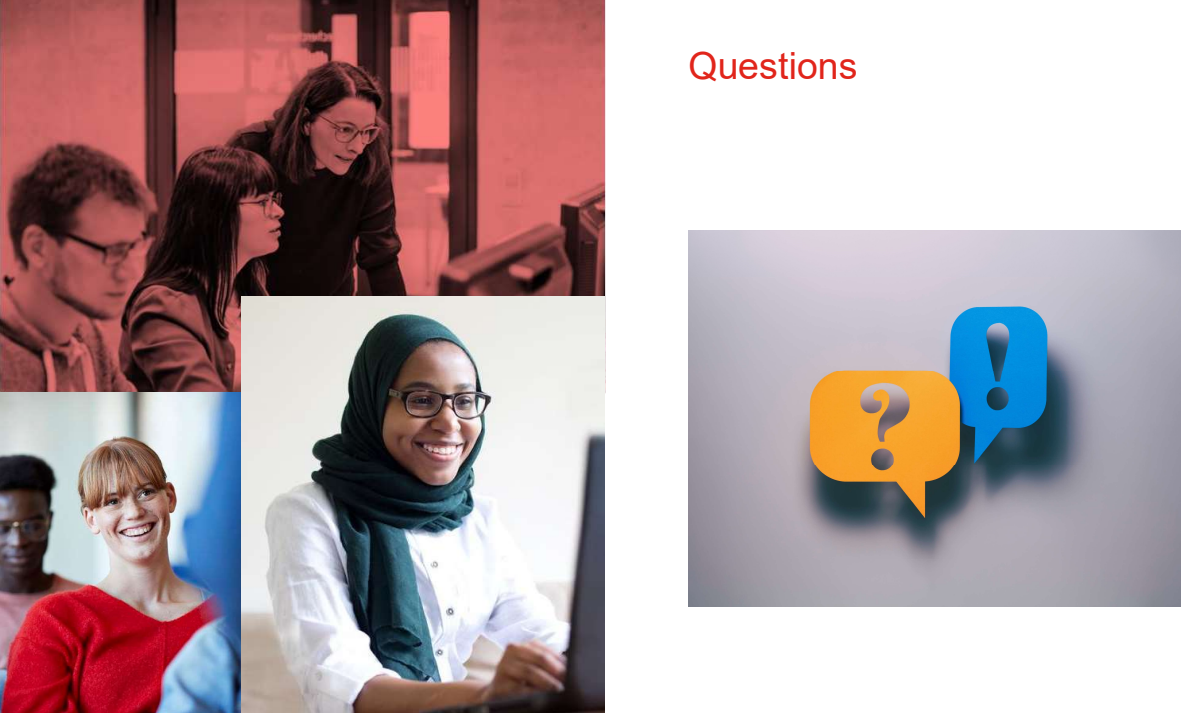
Report minimum requirements

- Introduction
- Scope of the project to include key performance indicators
- How the outcomes were achieved
- Research and findings
- Project outcomes
- Conclusions and potential areas for improvement

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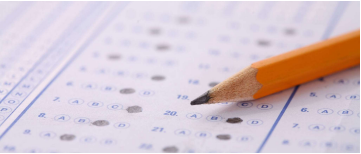
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The Question and Answer session – How it works

The **Project Report** may provide good evidence for the **Q&A**, it may not provide a clear guide to allow the apprentice to gain a distinction.

The IEPA will use evidence in the report to guide the questions to gain breadth and depth against the KSBs, to afford an apprentice the opportunity for higher grade

The IEPA will ask a minimum of 5 questions to ensure parity across all apprentices, but gaps in the report will limit stretch and challenge

KSBs not fully covered in the **Project** and **Q&A** will **not** be compensated for in the **Professional Discussion**

Grading for this assessment method is Fail, Pass or Distinction

The combination of written and verbal assessment balances apprentices' strengths in either form of communication


This grade will be combined with the result of the **Project with Q&A** to give an overall grade of Fail, Pass, Merit or Distinction.

Project Report material can be taken into the Question and Answer session for the Apprentice to refer to.

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Project Q&A – Key Facts

- This is not a test of pure memory and is based on the evidence in the **Project Report** submitted by the apprentice
- The **Q&A** will be based on specific KSBs and these must have been evidenced in the **Project**
- Our IEPAs look to stretch and challenge apprentices to get them to *Distinction* where possible, but this can only be done if they do not have to spend time on Knowledge questions due to lack of evidence in the **Project Report** - what influenced their decisions, detail of the way they carried out the task(s)
- Our IEPAs want to get the apprentices to at least a *Pass*, all we ask is that they to show they can do what they have said they can in the evidence submitted and understand why
- Some apprentices may Fail, but apprentices only have to re-sit this assessment method
- The **Q&A** session will be done via GoTo Meetings (alternatives may be used if there is an issue with this for the employer/provider) and are recorded as part of our audit process.
- The apprentice may bring their **Project Report** to the **Q&A** sessions

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The Question and Answer session – Set-up



Location choose a suitable (i.e. quiet, private) location

Equipment *it is carried out remotely, so ensure that the technology works*

- internet connectivity
- camera
- microphone/speakers or headset

Who are you? must have appropriate photoidentification at the start of the Q & A session – e.g. passport, photo driving licence, student ID

Support material *may bring in a copy of the Project Report submitted*

Answering questions they should respond with examples of how they have carried out tasks, where possible referring to evidence submitted (and, where possible, how the KSBs for this assessment method have been met)

Duration *30 minutes (10% tolerance) - minimum of 5 questions*


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The Project Q&A – Sample questions

- Questions will be based on the Project Report evidence submitted.
- The questions are put into categories and will be mapped against the specific KSBs for this assessment method.
- Grading is based on answers to the IEPA's questions and the content of the report.




Outcomes: S14

Describe how you have optimised the performance of a system.

***Pass:** Demonstrates how they test and, evaluate the system's performance and compliance with customer requirements. (S14)*

***Distinction:** Critically analyses their optimisation of system performance to validate compliance with customer requirements. (S14)*



Outcomes: K21, S9

Describe the processes that you followed when upgrading the system.

***Pass:** Demonstrates how they install or undertake basic upgrades, either physically or remotely and apply approaches to system updates, recognising their significance. (K21, S9)*

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The Q & A – Do's and Don'ts

Preparing the apprentice

The Q&A is an opportunity for the apprentice provide reasons for their choices in use of resources and demonstrate their knowledge that helped them complete the project successfully. You and the employer can help in their preparation.:

- Question them about the work they do in line with the KSBs for this assessment
- Help them in phrasing their answers
- Have an IQA or someone different in the work place question them to get them used to "strangers"
- Remind them that it is their apprenticeship and their chance to show what they know and can do

Do get them to:

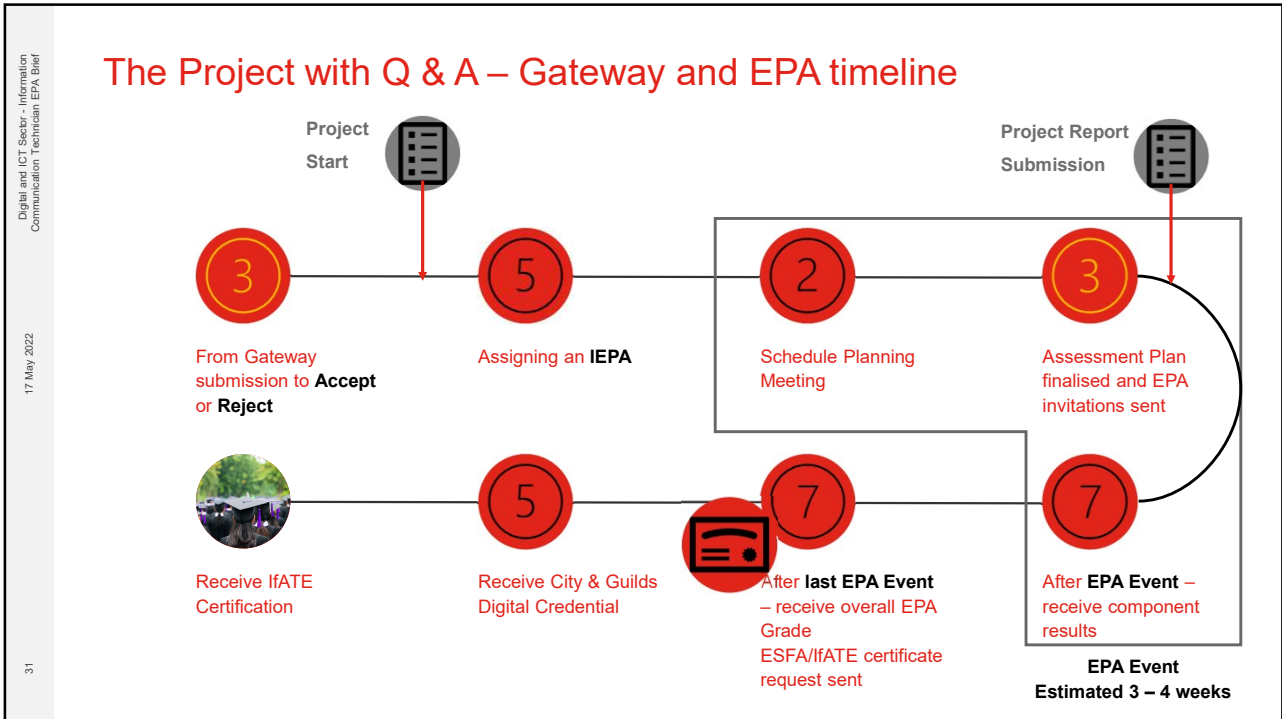
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Tell the Don't:

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Supporting Endpoint Assessment

Contacts
Links
Where to find

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Information Communication Technician – media support

Links


Programme: <https://bit.ly/CGICT9602>
 Updates & webinars: <http://bit.ly/CGDigitalUpdate>
 IfATE: <https://bit.ly/ICTStdAP>



EPA Centre Pack
Sample Assessment



5 minute webinars
Regular webinar recordings
Newsletters
Q & A from webinars



Standard Assessment Plan

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Information Communication Technician - contacts

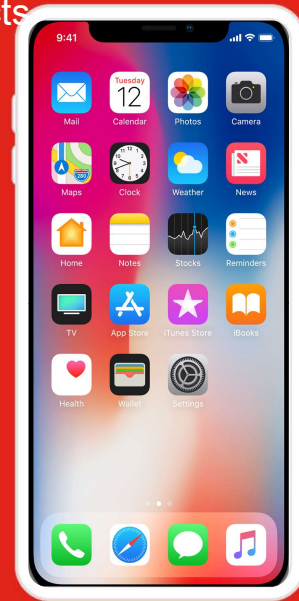
City & Guilds supports providers through their Account Manager, EPA Partnership Managers, Customer Support and the Digital Sector team



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<https://www.apprenticeships.gov.uk/employers/funding-an-apprenticeship-non-levy>
<https://www.apprenticeships.gov.uk/employers/funding-an-apprenticeship-levy-payers>
<https://www.gov.uk/guidance/apprenticeship-funding-rules>



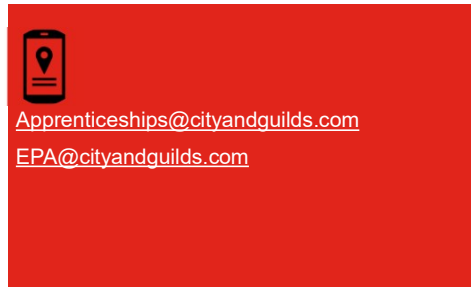
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<https://www.instituteforapprenticeships.org/developing-new-apprenticeships/revisions-status-report/>



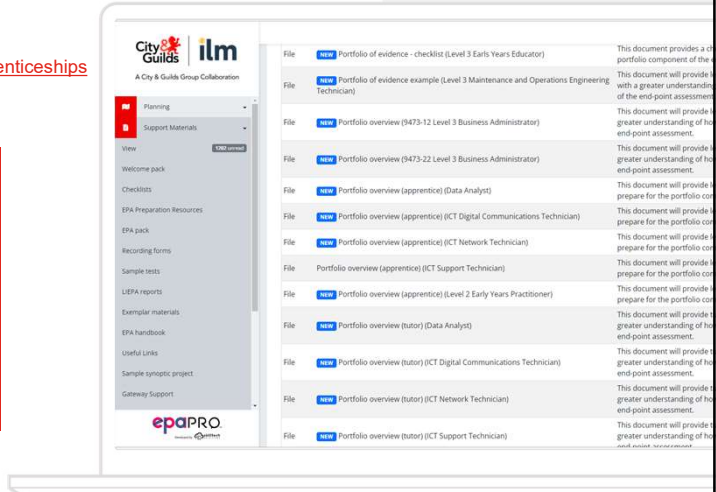
Information Communication Technician – apprenticeship specific

Links

Apprenticeship hub: <https://www.cityandguilds.com/apprenticeships>



Apprenticeships@cityandguilds.com
EPA@cityandguilds.com



Questions



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Thank you

50% / 16 million
jobs in the UK are essential

3.1 million
essential jobs are expected over the next five years

364,000
new essential jobs are expected to be created in the next five years

Next webinar:
Digital Sector Keep-in-Touch – 7 June 2022

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About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

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