

OVERVIEW

The apprentice must achieve all the knowledge, skills and behaviour modules to complete the apprenticeship standard. The apprentice will be on programme for 15 months before they attend a Gateway meeting, which involves the employer, the apprentice and the assessor, to sign off that the apprentice has met the minimum requirements and can move to End Point Assessment. The EPA process lasts for a maximum of 3 months.

The apprentice must achieve L2 Functional Skills Maths and English if not exempt they are not exempt by prior attainment.

All pass and distinction criteria must be achieved for an overall distinction to be achieved.

EPA

Practical Observation & Q&A

This must be completed within 3 months from the start of the EPA process, but before the interview. The observation takes place within the apprentice's workplace and lasts for an hour, with 2 weeks notification being given prior to the observation being conducted.

The apprentice must be observed, by an independent assessor, undertaking a range of day to day workplace activities. The observation should involve activities which allow the apprentice to demonstrate the full range of their knowledge, skills and behaviours required. The observation must include questioning to clarify knowledge and understanding is being applied. Questions must be open questions and independent assessors may ask supplementary questions as required to seek further clarification. Supplementary questions will be devised by the independent assessor as required.

Professional Discussion supported by Portfolio

This must be completed within 3 months from the start of the EPA process and will last for 60 minutes. The discussion can be conducted online or face to face.

During the professional discussion, evidence from the on-programme portfolio of evidence will be used as a base to support the professional discussion. The apprentice will extract, from their portfolio, evidence which is suitable for supporting them in their professional discussion. This evidence will consist of a minimum of 10 pieces to a maximum of 15 pieces of evidence and related to the standards which apply to the professional discussion.

This could include witness statements, customer feedback such as emails or letters, manager feedback from one-to-one or alike. The portfolio of evidence is not directly assessed.

Apprentices must submit the requested portfolio of evidence (10-15 pieces) to their EPA 2 weeks prior to the professional discussion date. This date will be agreed when the apprentice passes through Gateway process.

Work based project supported by an Interview

The project must be completed within 2 months from the start of the EPA process, with the interview completed within 3 months from the start of the process.

The apprentice submits a written report, 2 weeks prior to interview date of around 2500 words with all work on the project being done after the Gateway process.

The subject should cover a specific high-level challenge (such as a complaint or difficult situation) that the apprentice has dealt with explaining what it was, what actions (planning and execution) they took, what solutions were offered, details of any recommendations made to change a policy or process and any feedback from the customer.

Details should also include the apprentice's responsibilities and results.

The report should contain annexes that are attributable to the apprentice and the actions they took.

Example evidence could be emails, letters, meeting notes, call logs, workflow documents or, feedback.

The work-based project is designed to ensure the apprentice's learning meets the needs of the business and is relevant to their role.

The employer will ensure the apprentice has sufficient time and the necessary resources to plan and undertake the research and produce the written report

Following the project there will be an interview which lasts 60 minutes and is focused on the report. It can be online or face to face and consists of competency based questions.