

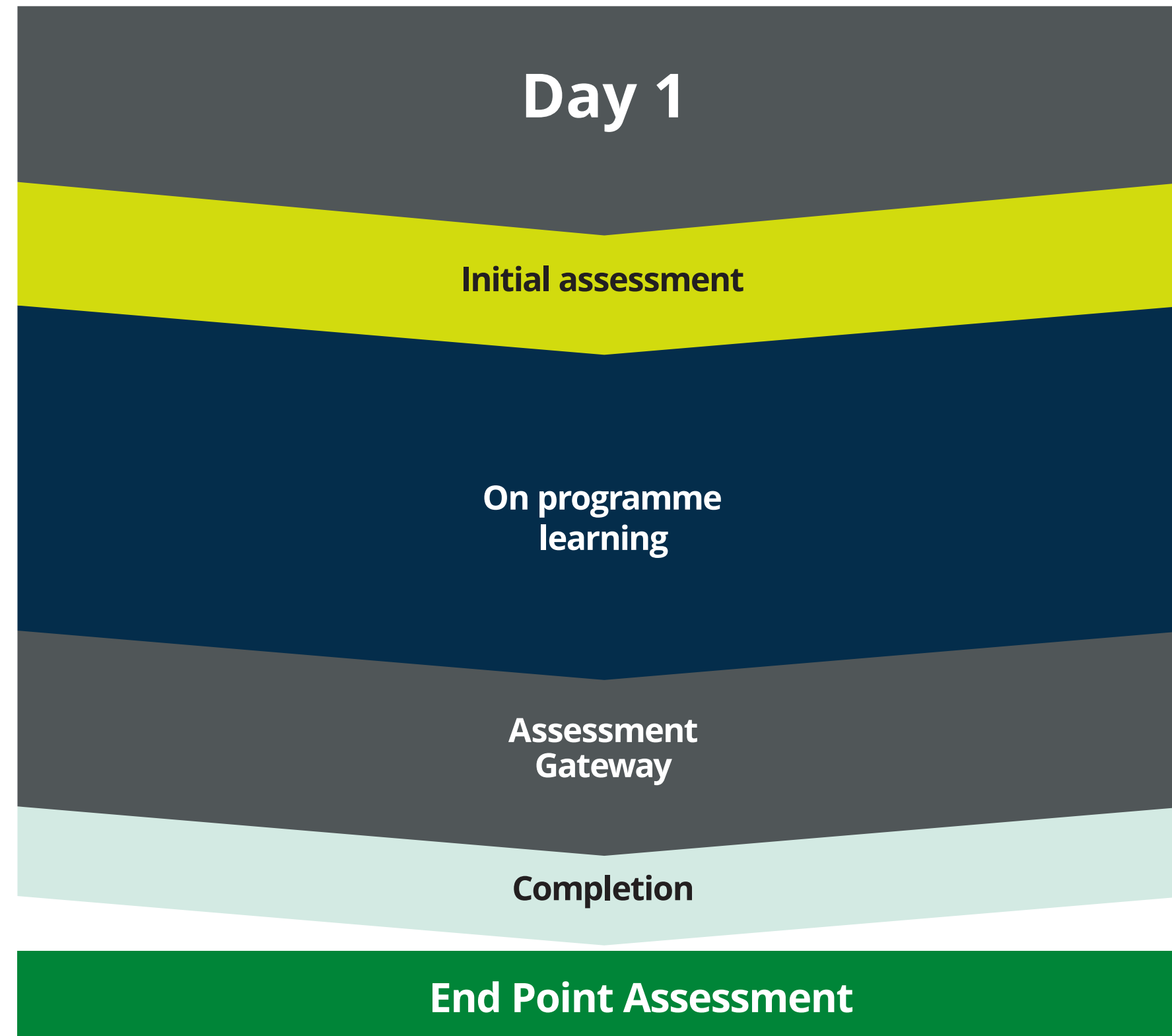


End-point assessment from theory into practice



**End-point
assessment**

Where does end-point assessment fit?



What is end-point assessment?

End-point assessment (EPA) is the final assessment for an apprentice to ensure that they are able to do the job they have been training for.

EPA is separate to any qualifications or other assessment that the apprentice may undertake during the **on-programme stage** of the apprenticeship.

Compare it to learning to drive:

1 On-programme

A learner (apprentice) will work with the driving instructor to gain the knowledge skills and behaviours needed to drive

2 Assessment gateway

There will be practice theory tests, and the driving instructor does practice driving tests with the learner

3 EPA

Final theory test and practical driving test for the learner

During the final theory test, the learner will be assessed by an assessor who is a different person from the driving instructor. This is done to ensure that any decision made is impartial and fair.

Who can deliver end-point assessment?

EPAs will either be delivered by an **independent third party** or in such a way that **no party who has been involved in delivery of the apprenticeship** can make the **sole decision on competence and passing the end-point assessment**. This is to ensure that all apprentices following the same standard are assessed consistently and that any decision made is **fair and impartial**.

The Skills Funding Agency (SFA) created the [Register of Apprentice Assessment Organisations \(RoAAO\) for employers \(visit page\)](#). It is a list of organisations that have been assessed as being **suitable to conduct independent end-point assessment** of apprentices and be in receipt of public funds.

Only organisations on the Register can be selected to undertake the end-point assessment of apprentices.

End-point assessment high-level process

Assessment Organisation added to the RoAAO

Employer selects organisation from the RoAAO and informs provider

Provider & assessment organisation agree working arrangement & provider formally contracts with organisation

Assessment organisation delivers EPA & applies for certificate

Assessment organisation receives final payment via main provider

The end-point assessment organisation



An end-point assessment organisation must:

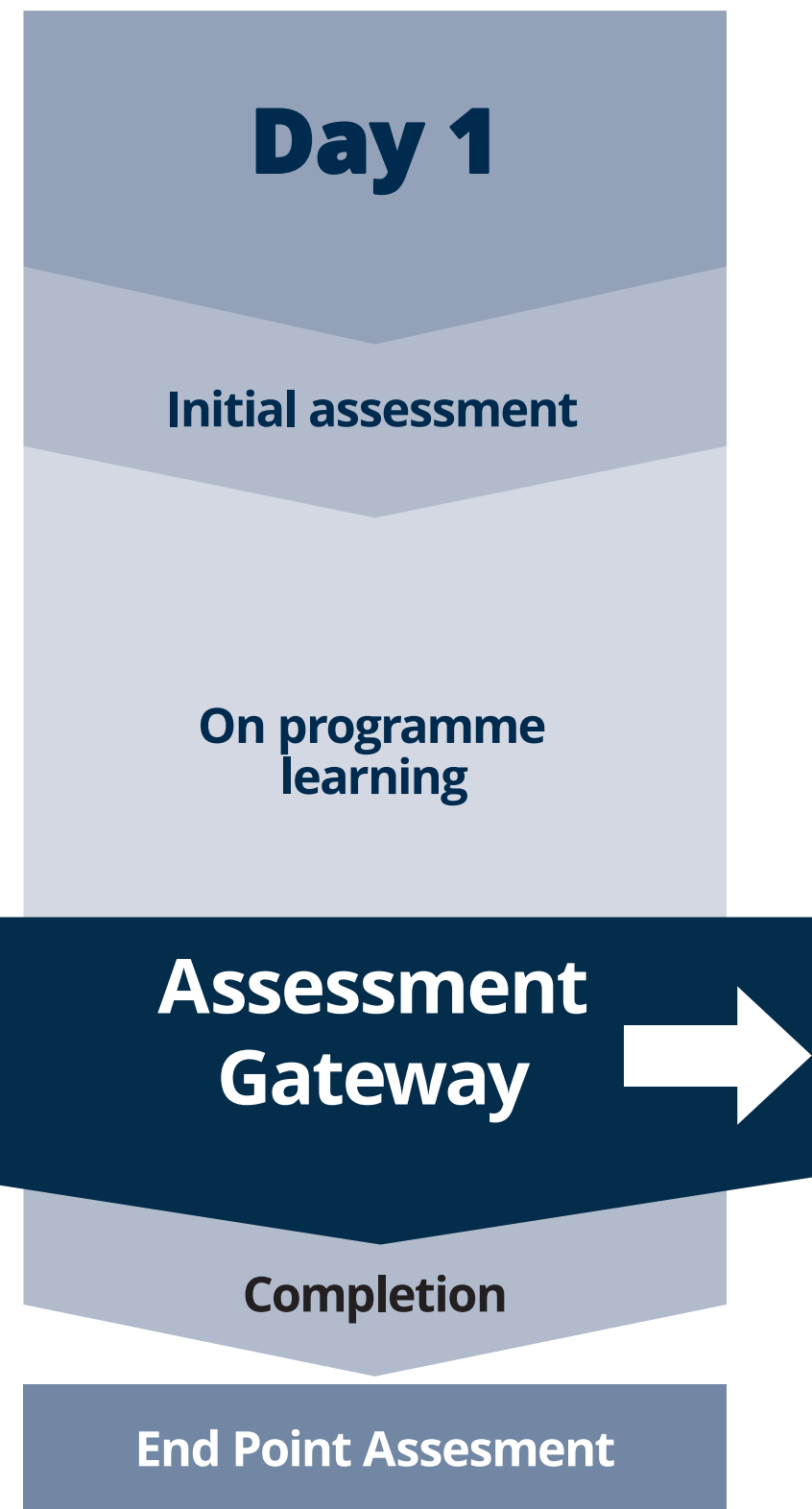
- have relevant occupational experience of the
- standard have relevant assessment experience and
- expertise robustly manage any conflict of interest
- quality assure their activity



An end-point assessment organisation cannot:

- deliver the learning elements to the same apprentice
- deliver end-point assessment to non-apprentices

Preparing apprentices for end-point assessment



- In addition to on programme learning
- It is critically important that employers ensure that the apprentice has acquired the full set of knowledge, skills and behaviours (KSBs) along with any mandatory qualifications and this is generally described in the assessment plan as a **gateway** to the EPA.
- The employer (and training provider, if involved) decides if an apprentice is ready for their end-point assessment.
- The employer should be confident that the apprentice will pass their end-point assessment, at this point.
- However, assessment plans may describe the gateway differently.

One size does not fit all.

Key considerations

- The key is that end-point assessment/s needs to be delivered as described in the individual assessment plans.
- This will differ between standards.
- Components are graded and again the grading differs between standards.
- One standard may say observation is a pass/fail whereas others say pass/merit/distinction for the observation.
- Regardless of how the individual components are graded, all apprentices will come out with a single overall apprenticeship grade.



Examples of end-point assessment methods

- Observation
- Professional discussion with an independent assessor
- Multiple choice tests
- (MCT) Situational
- judgement tests
- Portfolio of evidence
- Reflective journal
- Apprentice showcase



Register of Apprenticeship Assessment Organisations (RoAAO)

These are some standards that Pearson currently have on the RoAAO.

| | | |
|--|---|---|
| Commis Chef | Healthcare Support Worker | Senior Financial Services Customer Adviser |
| Customer Service Practitioner | Hospitality Team Member | Senior Healthcare Support Worker |
| Dental Laboratory Assistant | Housing /Property Management | Systems Engineering Masters Level |
| Dental Technician | Motor Vehicle Service and Maintenance Technician (Light Vehicle) | Team Leader / Supervisor |
| Dental Practice Manager | Property Maintenance Operative | Utilities Engineering Technician |
| Financial Services Customer Adviser | Railway Engineering Design Technician | Water Process Technician |
| Healthcare Assistant Practitioner | Retailer | Healthcare Science Assistant |
| Healthcare Science Associate | Dual Fuel Smart Meter | |

[View the Register of Apprenticeships Assessment Organisations \(RoAAO\) here.](#)

Updated as of March 2017

High quality end-point assessments

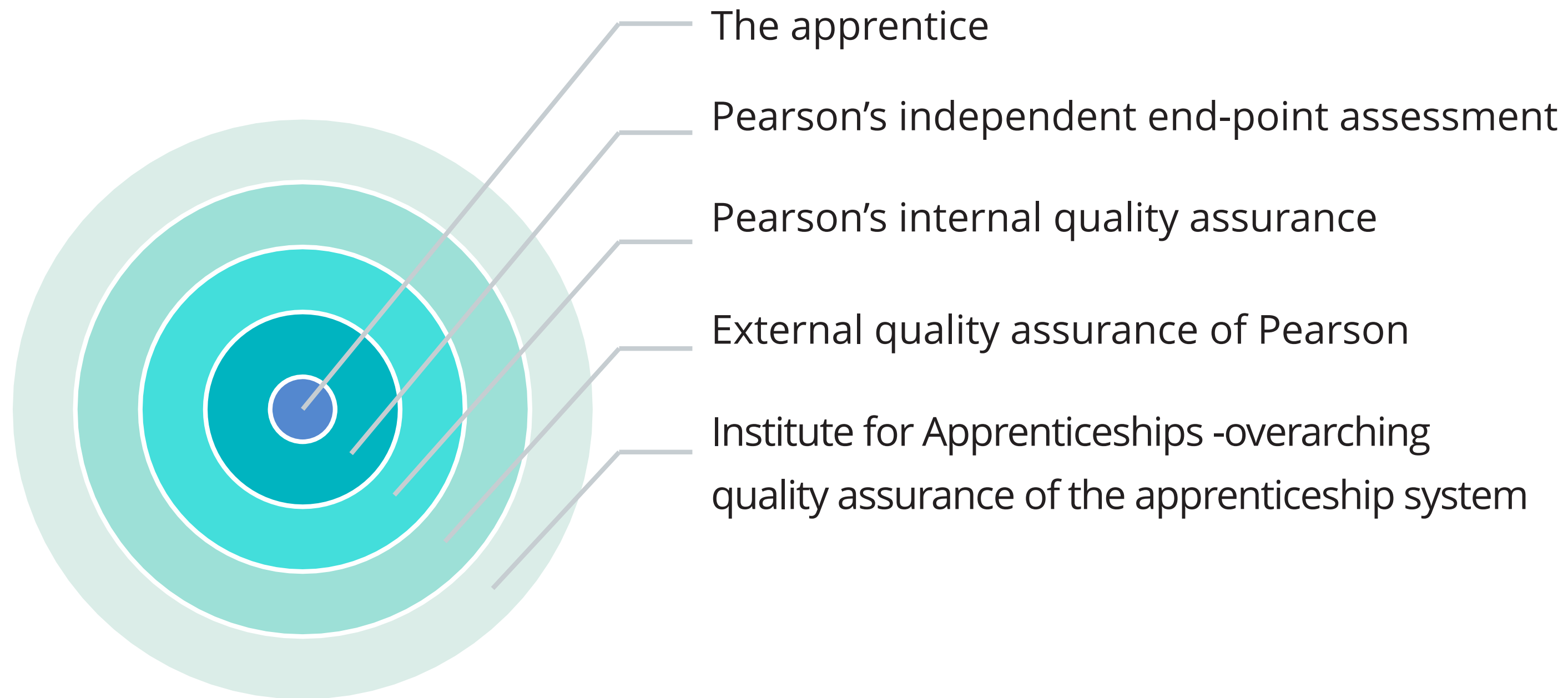
As a **registered end-point assessment organisation**, Pearson is responsible for ensuring that end-point assessments are valid, reliable, comparable, manageable, and minimise bias.

We do this by:

- Maintaining credibility and value in the design and application of our specifications and assessment tools
- Ensuring that the people and resources involved in EPA are fit for purpose
- Working collaboratively
- Quality assuring the delivery of EPAs, using a risk-based approach
- Providing regular training and standardisation activities
- Ensuring that those involved in the assessment and quality assurance (QA) of our EPAs undertake relevant continuous professional development (CPD)
- Ensuring high quality reporting and management of information
- Ensuring lessons learned and continuous improvement.



How can we support your end-point assessment?

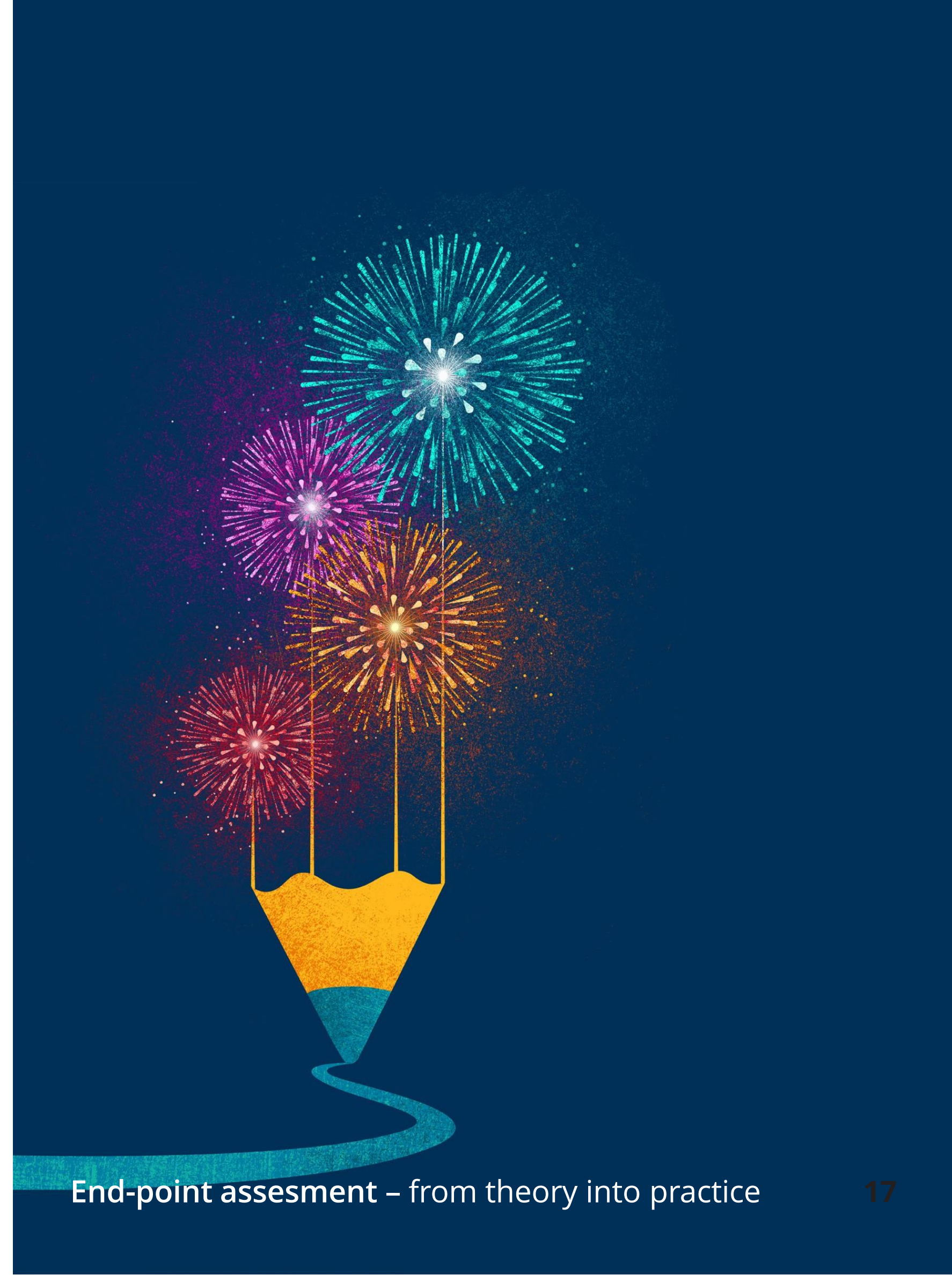




**Pearson's
approach**

Assessment and Quality Assurance Tools?

- The End-point Assessment specification
- Observation and interview assessment
- instruments Assessor reference documents
- Overall grading
- template Assessor
- Handbook
- EPA Quality handbook
- Internal Quality Assurance form
- A declaration form, to be signed by the apprentice, IEA and IQA
- Assessment planning and tracking template



Our approach to end-point assessment

We have worked with the SFA & DFE to define the acceptable forms of independent end-point assessment.

- Offering complete service/solution
- Sub-contracting/consortium
- Assessors from separate entities
- Supply of individual components to other AAOs eg. MCQ



End-point assessments:

there isn't a
one-size-fits-all
approach





**End-point
assessment
in practice**

End-point assessment in practice



Our partnership with British Gas

Pearson has announced a new partnership with **Centrica**, the energy and services company and parent company of **British Gas**, to **provide end-point assessment and support across a number of their key apprenticeship standards.**



Our partnership with British Gas

Smart Meter Installer

We have worked with the SFA & DFE to define the acceptable forms of independent end-point assessment.

Customer Services Practitioner

We have worked with the SFA & DFE to define the acceptable forms of independent end-point assessment.

Functional Skills English and Maths

Our partners with British Gas



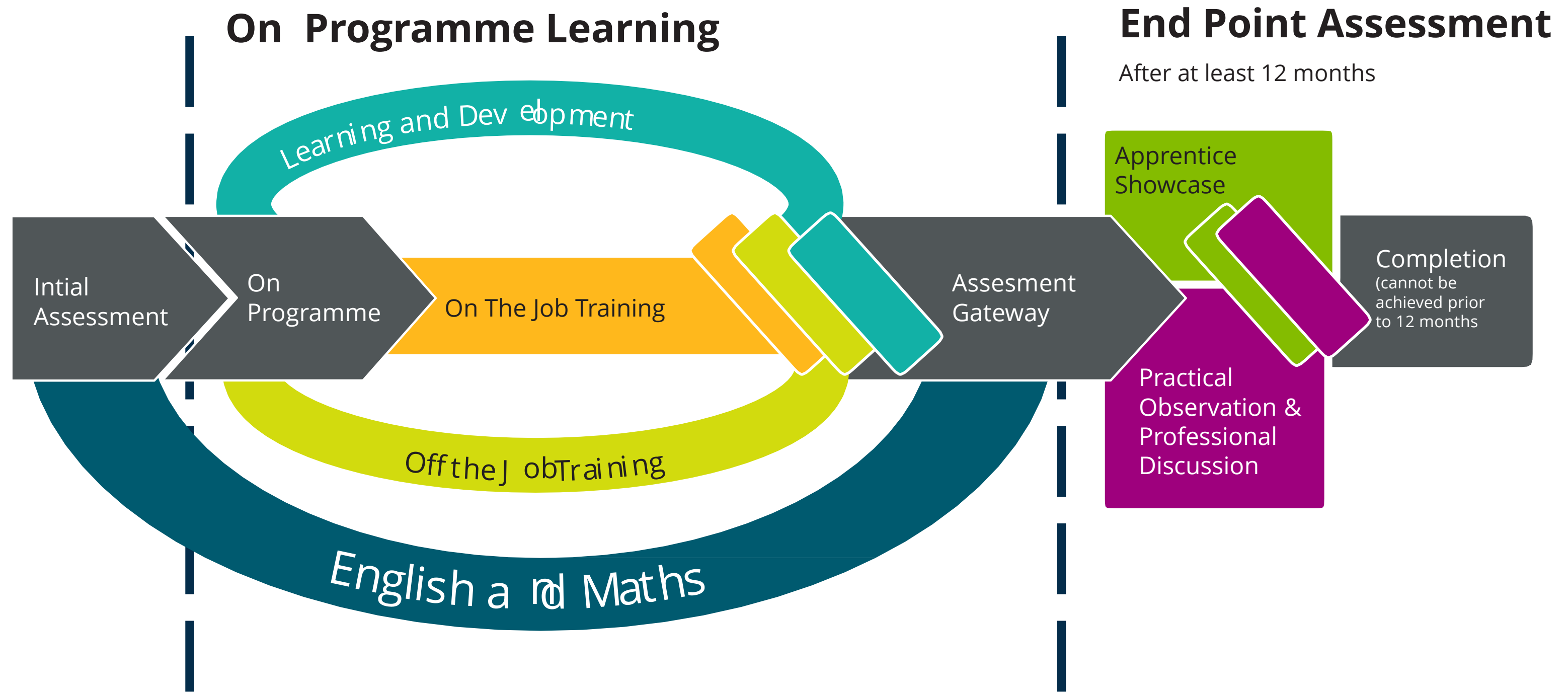
Delivering the customers needs

| Challenge | Solution |
|----------------------------|--|
| Functional Skills | Flexible and high quality testing solutions tailored to both learner needs and business demands. Supported by rich assessment feedback plus free of charge and commercial resource options. |
| Gas Safety Register | Approval of the Dual Fuel Smart Meter Installer Apprenticeship as a route for successful Gas Safety Registration |
| Pass first time | Learning and assessment preparation resources including on-programme and EPA toolkits. Collaborative relationship and support networks to improve service to apprentices. Analysis of results to identify areas requiring further support. |
| On the job | Flexible EPA assessment solutions and agile quality assurance sampling. Accessible learning and assessment resources including a commitment to “pass first time” to minimise off the job and EPA re-sit requirements. |
| Volumes | Using economies of scale to maximise value and minimise cost. Assessment and quality assurance specialists geographically resourced. |
| Raising standards | Collaboration, targeted support, valid and reliable assessment and continual improvement. |

Customer Service Practitioner



Case study – Customer Service



Are you prepared for the new apprenticeship standards?

Here are the steps to get yourself prepared:





Work with us

Register your interest at:

<http://quals.pearson.com/workwithus>