

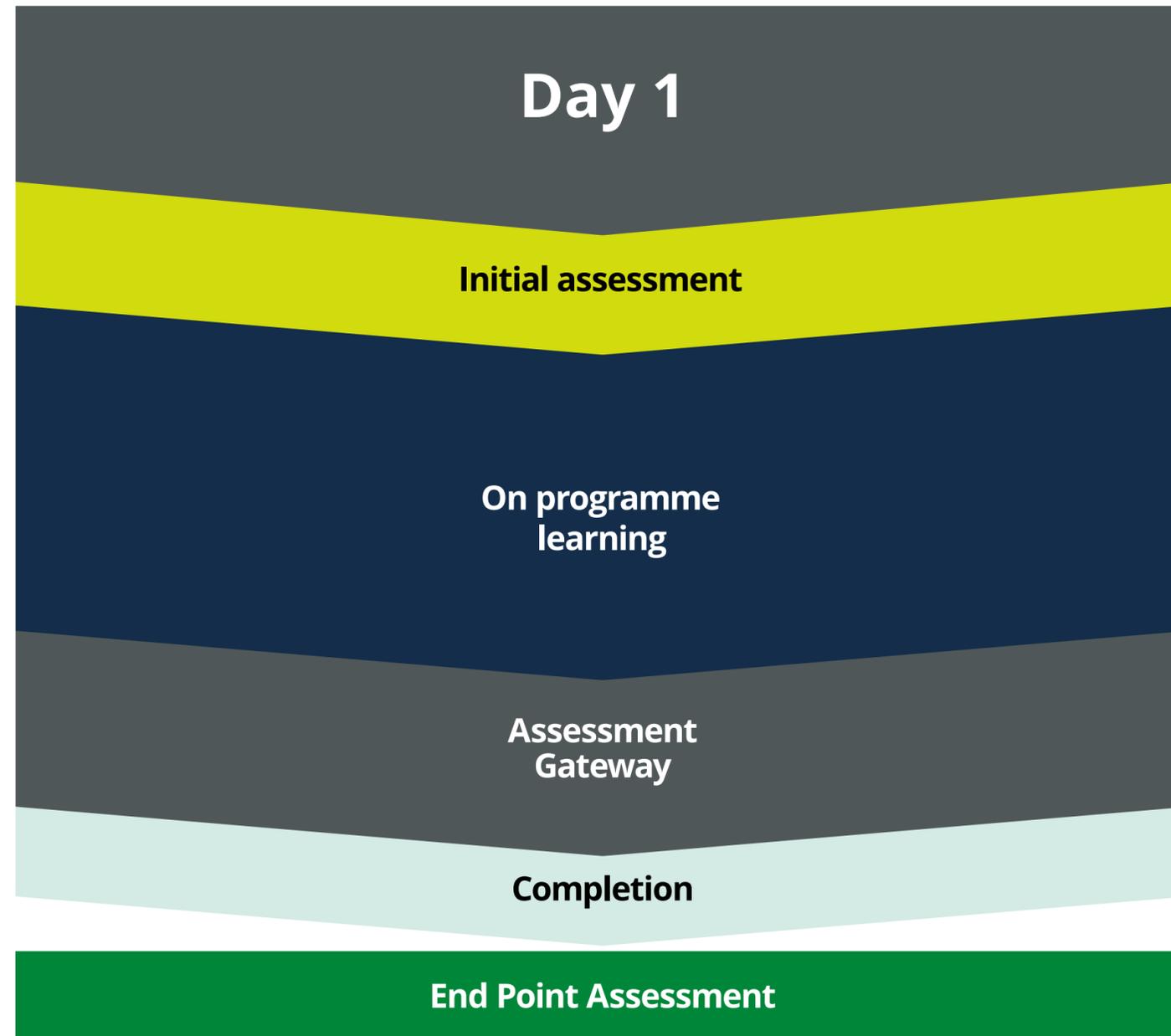
# What to expect from an Apprenticeship Assessment Organisation?

# What are the steps to take when choosing an apprenticeship assessment organisation?

As an accredited end point assessment organisation, we understand the need for flexibility when choosing an EPA model that will fit your business needs and that of your employers.

This guide will outline the various delivery models and partnership options, and take you through the real life case study of our British Gas partnership.

# 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**. 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.

# 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.



# 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

# Quality assurance of end-point assessment

Assessment organisations will undertake internal quality assurance of EPAs. External quality assurance is carried out by another body, as specified within the assessment plan

Assessment plans will identify one of four different approaches to external quality assurance:

- Institute for Apprenticeships
- Ofqual
- Professional Body-led model
- Employer-led model

Models are emerging, however both AAOs and the deliverers of on programme learning will need to interact with these organisations.



# Pearson's approach

# End-point assessment high-level process

Assessment Organisation added to the RoAAO

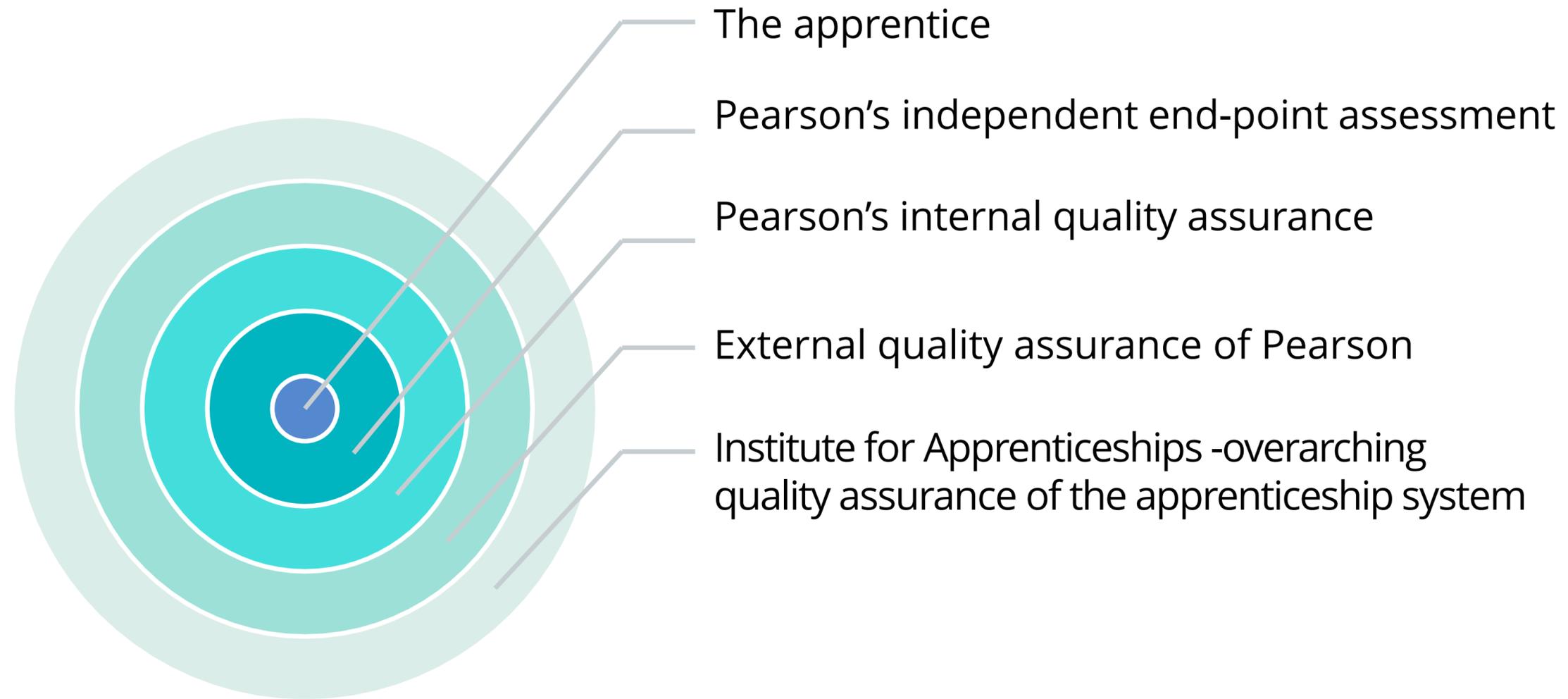
Employer selects organisation from the RoAAO  
and informs provider

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

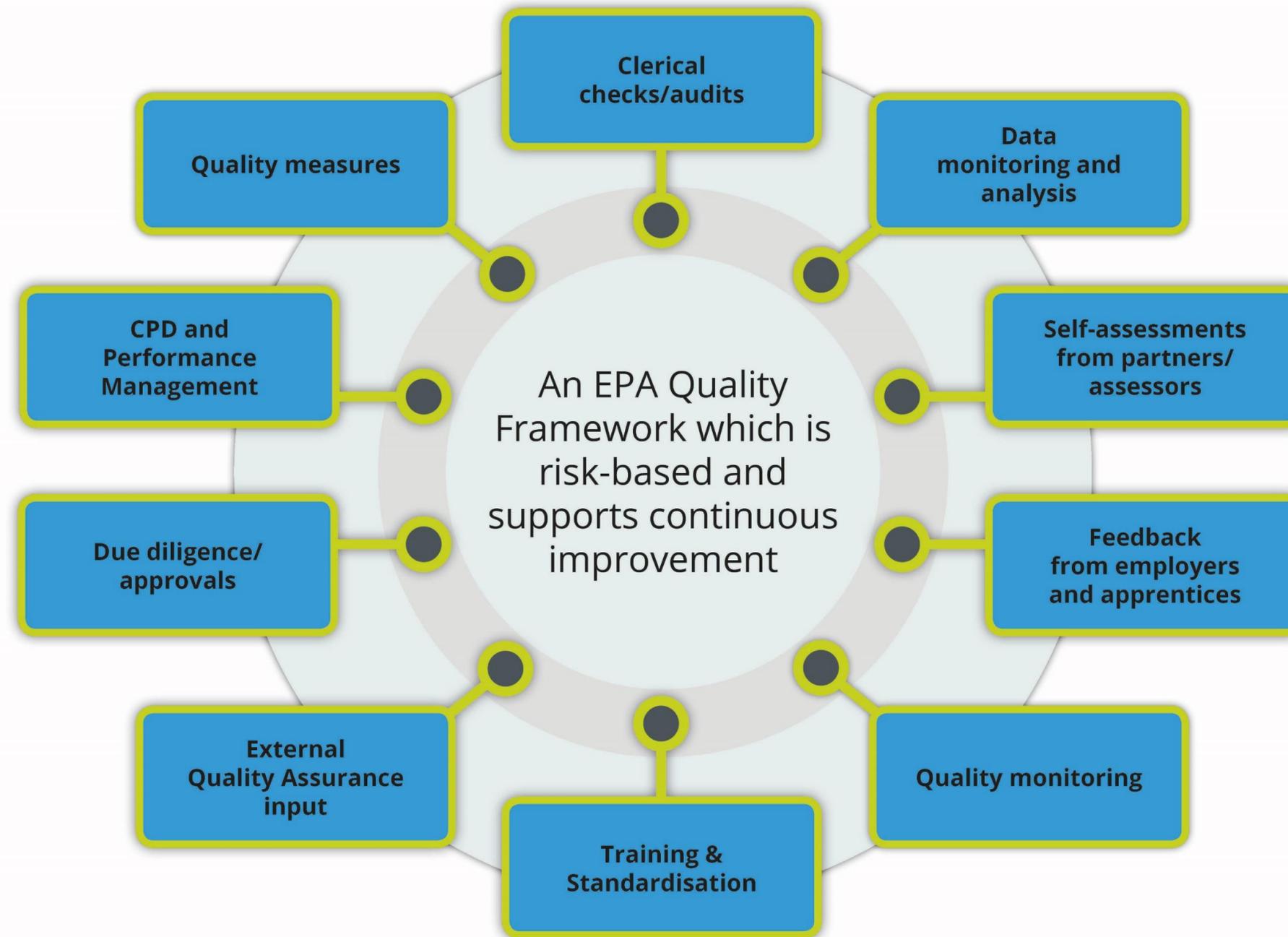
Assessment organisation delivers EPA & applies for certificate

Assessment organisation receives final payment via main provider

# How can we support your end-point assessment?



# EPA Quality Framework



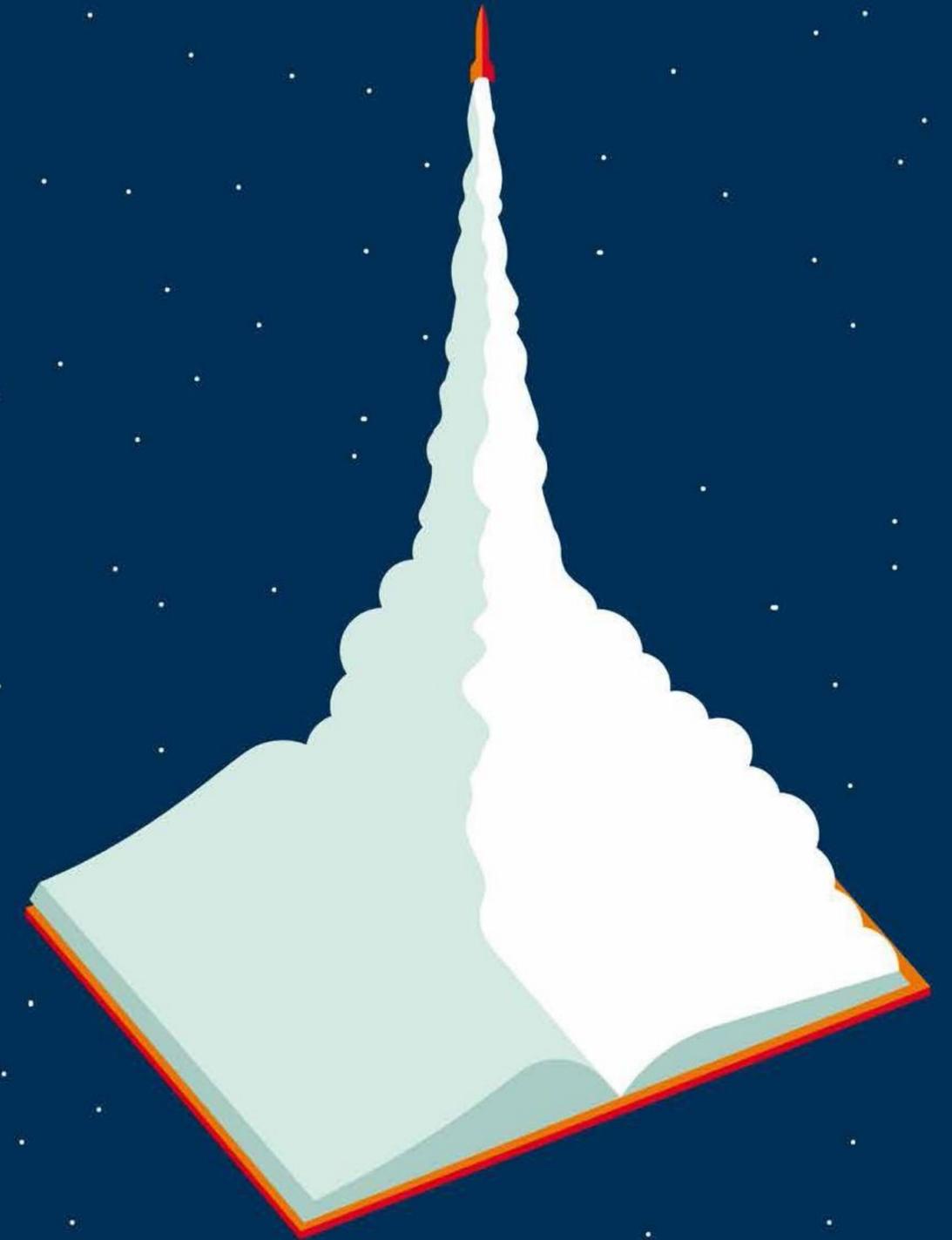
# EPA Support for Independent Assessors

- Assessment instruments
- Assessor reference documents
- Overall grading template (as appropriate)
- Assessor handbook
- Training and standardisation
- CPD framework
- Support from lead independent assessors
- Assessment planning and tracking
- End-point assessment quality handbook



# EPA Support for Centres

- EPA Specification
- Guidance on EPA best practice
- Explanations of the grading process
- Arrangements for EPA
- Practice tests for MCQ and Short Answer Tests
- Gateway and certification declaration forms
- Support for booking EPA
- EPA assessment
- Results for EPA
- Digital Pearson EPA certificate



# Our approach to end-point assessment

We have worked with the Education & Skills Funding Agency (ESFA) and Department for Education (DfE) to define various forms of independent end point assessment, and these are the different models:

- A Pearson direct delivery EPA service
- Consortia arrangements, to support local, regional or specialist needs
- Partnerships with organisations and their assessors
- Supply of individual EPA components



# Delivering end-point assessment

1.

Direct delivery

2.

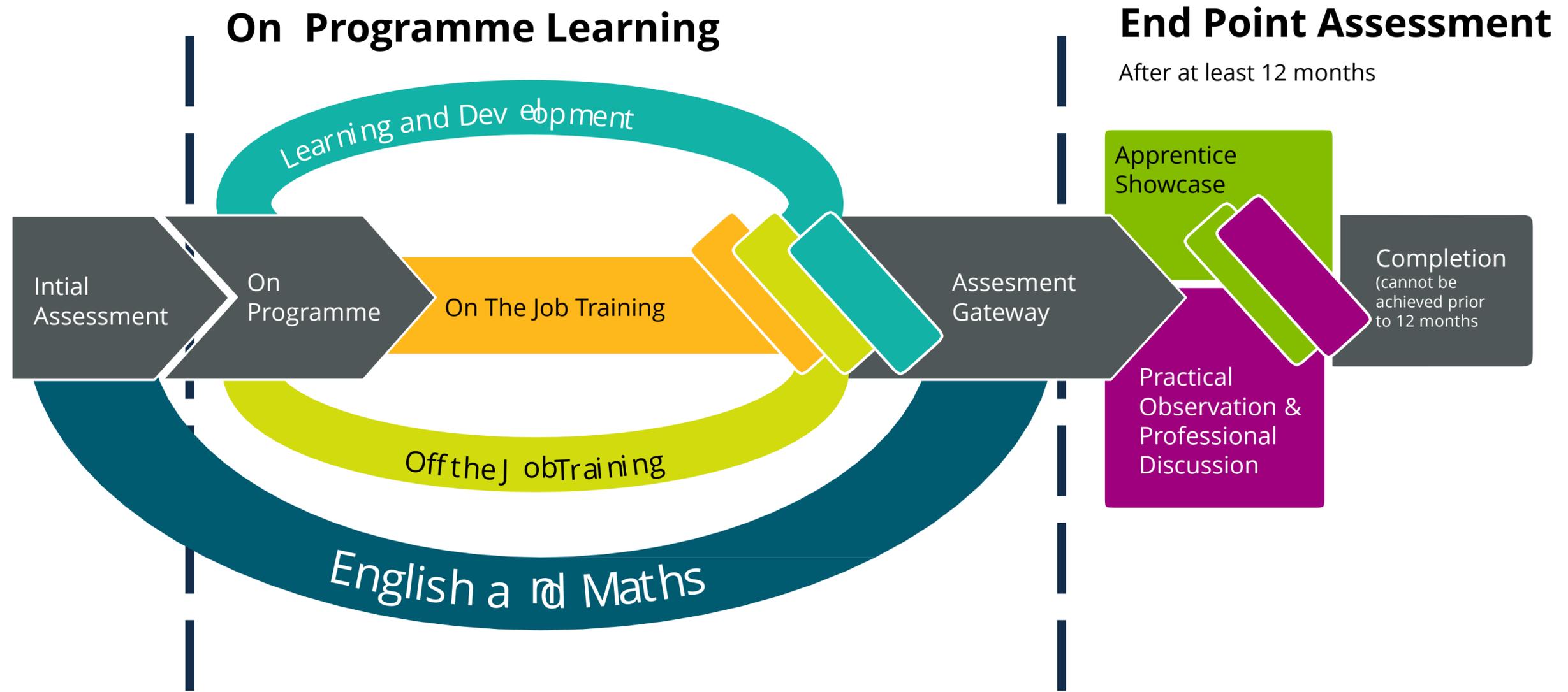
Partnerships

3.

Consortia models

Please note that in all cases, Pearson is responsible for the EPA and quality of it. Due diligence checks will be carried out on partners. Contractual agreements will clarify roles and responsibilities.

# Case study – Customer Service



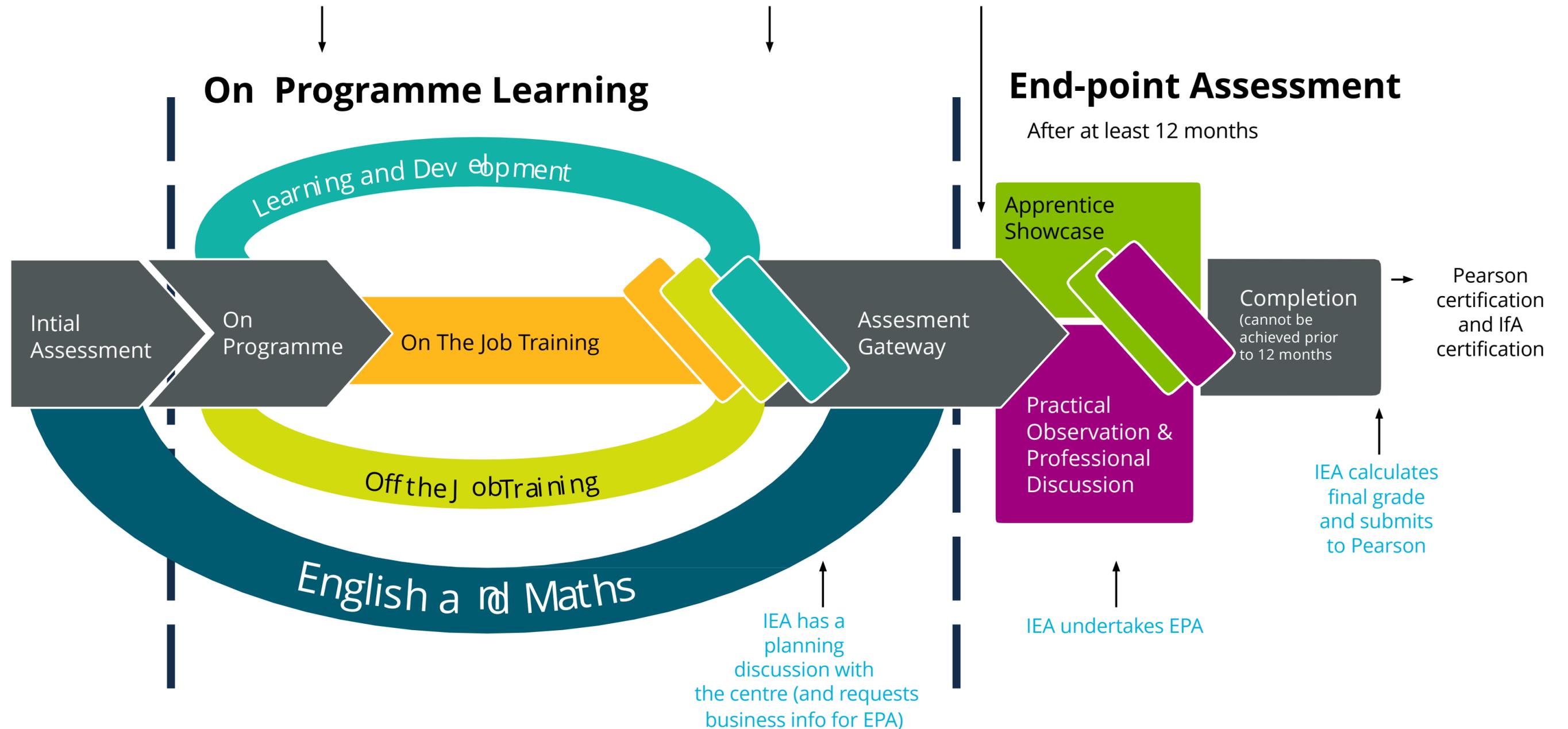
# Case study – Customer Service

Sign an agreement, upfront with Pearson, as the preferred AAO

Register early, on-programme via EOL

Book 3 months before EPA (supported by AAO Account Services)

EPA readiness form & Gateway evidence



# Customer Service Practitioner

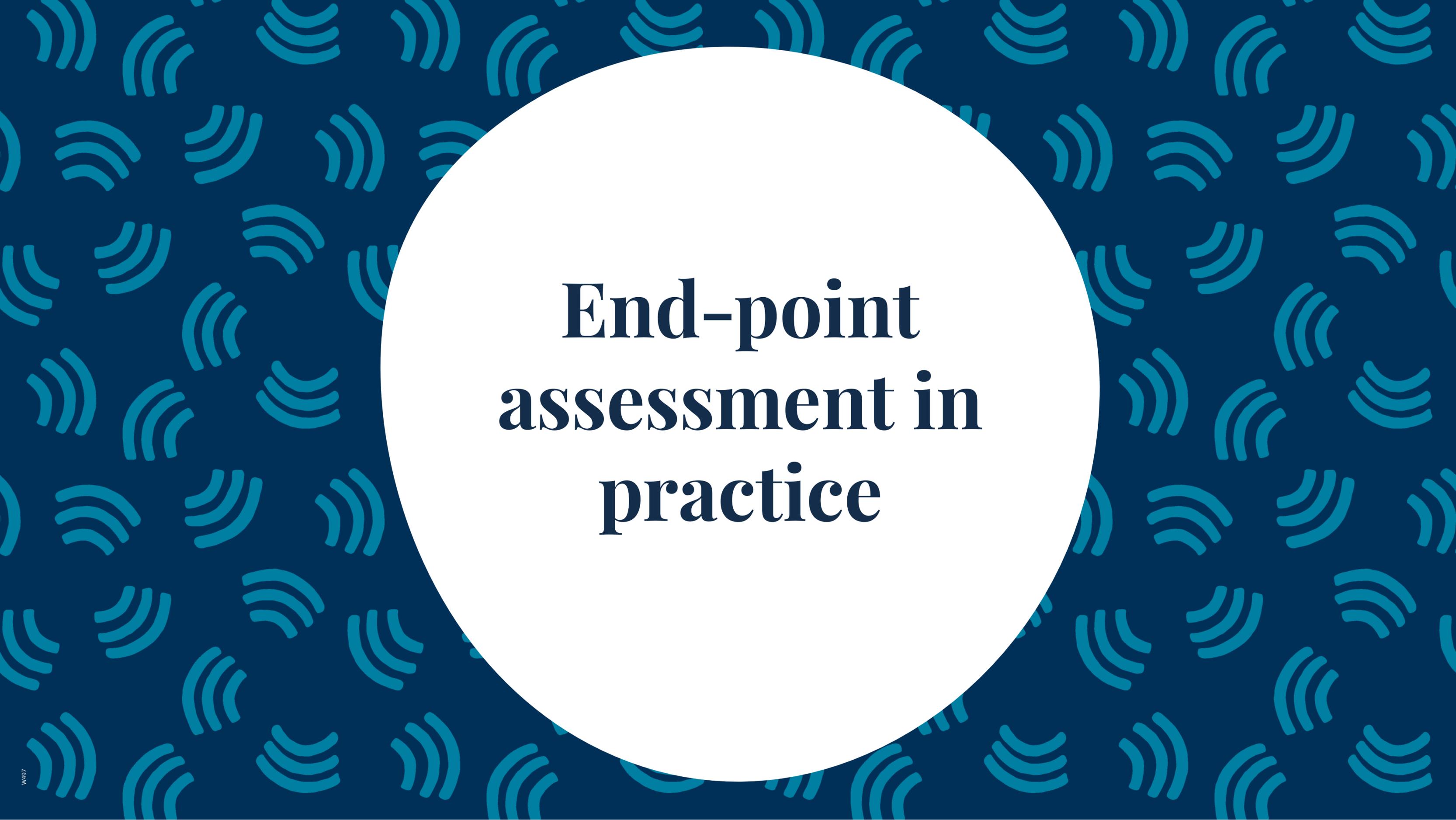


# Customer Service Practitioner Apprenticeship

## Interpreting the End-point Assessment Specification



Successful apprenticeship achievement and certification



# **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.**



“We’re excited to announce this new partnership with Centrica at such a pivotal point in their apprenticeships development programme. “We were successful in a competitive procurement process over a number of other Apprenticeship Assessment Organisations, and we believe that was primarily down to our industry knowledge, deep understanding of apprenticeships and our collaborative approach to working in partnership with employers in delivering to new standards.”

# British Gas - meeting the customer needs

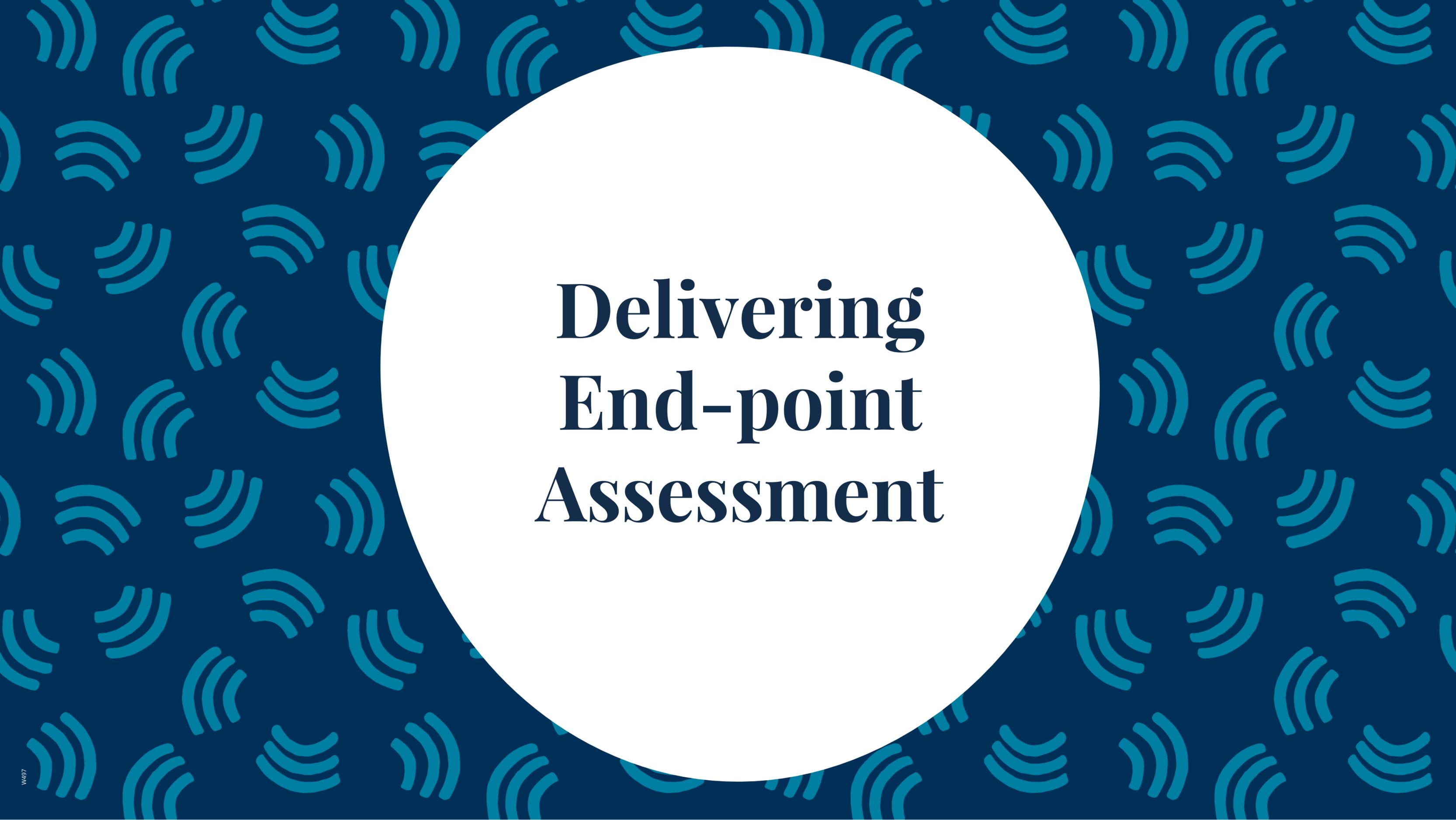
- Worked in close collaboration to shape the assessment instruments, quality framework and clear roles and responsibilities within the delivery (based on the assessment plan requirements)
- Provided ongoing support, leading up to and during the EPAs
- Meet regularly to discuss progress and opportunities for improvement
- Implemented a responsive model which assures and monitors the quality of delivery, via site visits and remote audits, verification activities and data analysis
- Inform ongoing training and standardisation activities
- Provide ongoing data analysis and reports, using relevant metrics
- Respond to requested improvements, based on lessons learned, to ensure quality and efficiency are at the heart of our EPA partnership

# British Gas - the process



# British Gas - delivering the customer needs

Challenge	Solution
<b>Functional Skills</b>	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.
<b>Gas Safety Register</b>	Approval of the Dual Fuel Smart Meter Installer Apprenticeship as a route for successful Gas Safety Registration
<b>Pass first time</b>	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.
<b>On the job</b>	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.
<b>Volumes</b>	Using economies of scale to maximise value and minimise cost. Assessment and quality assurance specialists geographically resourced.
<b>Raising standards</b>	Collaboration, targeted support, valid and reliable assessment and continual improvement.



# **Delivering End-point Assessment**

# Register of Apprentice Assessment Organisations (RoAAO)

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

Commis Chef	Housing /Property Management	Senior Healthcare Support Worker
Customer Service Practitioner	Hospitality Team Member	Systems Engineering Masters Level
Dental Practice Manager	Property Maintenance Operative	Team Leader / Supervisor
Financial Services Customer Adviser	Railway Engineering Design Technician	Utilities Engineering Technician
Healthcare Assistant Practitioner	Retailer	Water Process Technician
Healthcare Science Associate	Senior Financial Services Customer Adviser	
Healthcare Support Worker	Senior Financial Services Customer Adviser	

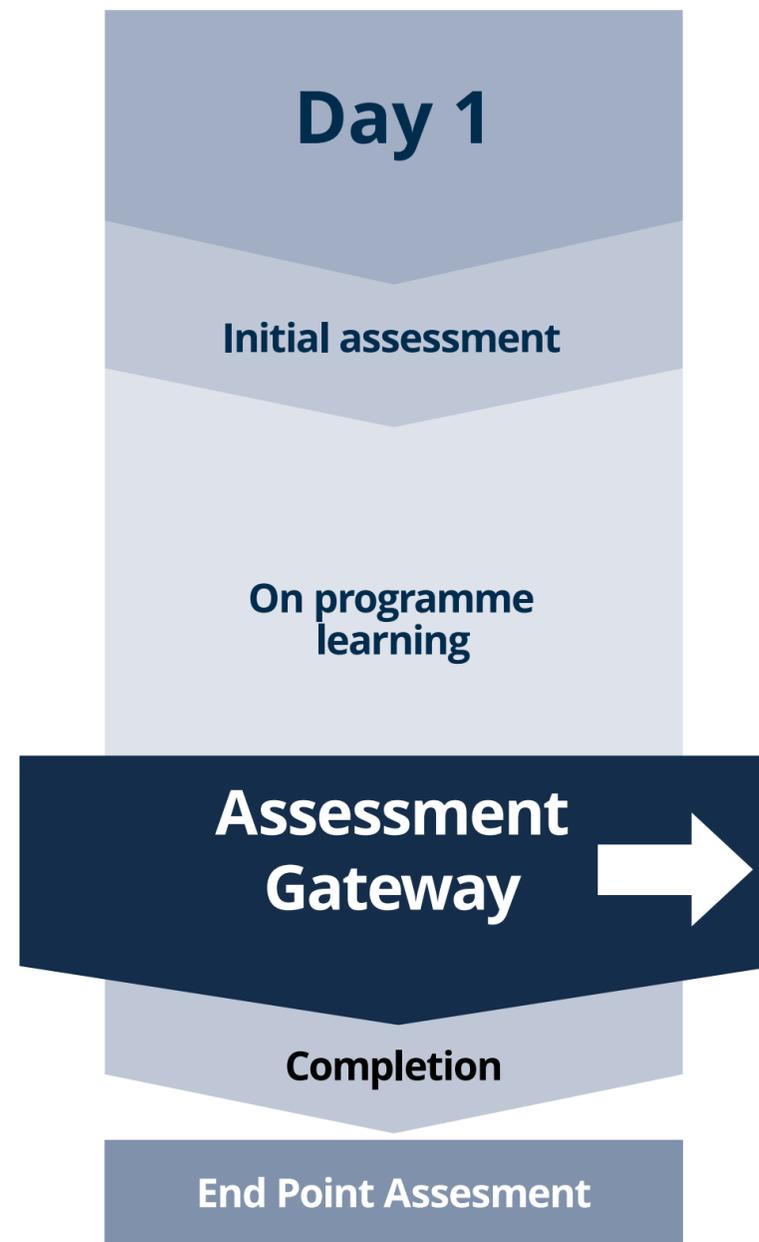
Updated as of June 2017. For the most updated list, please visit the Register of Apprentice Assessment Organisation [here](#).

# 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



# 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.**



# Want more information?

View our new standards at  
[quals.pearson.com/newapprenticeships](https://quals.pearson.com/newapprenticeships)

or speak to us at  
[quals.pearson.com/workwithus](https://quals.pearson.com/workwithus)